

Customer Support Audit Report

Overall Score: 35/100

Empathy: 85

Professionalism: 90

Clarity: 90

Resolution: 10

Compliance: 0

Summary:

While the interaction was highly professional, empathetic, and clear in its communication, it failed 100% of the compliance requirements for TechFlow Support. The transcript represents an internal managerial discussion rather than a customer support interaction, resulting in zero adherence to mandatory scripts, ticket generation, and resolution protocols.

Violations Detected:

- *Failure to use the mandatory opening script: 'Thank you for calling TechFlow Support, my name is [Name]. How can I help you today?'*
- *Minor Violation: Failed to provide a ticket number for the interaction.*
- *Failure to ask the mandatory closing question: 'Is there anything else I can help you with today?'*
- *Failure to use the mandatory closing script: 'Thank you for choosing TechFlow. Have a great day!'*